

PERFORMANCE & ACCOUNTABILITY WORKSHOP

The Performance & Accountability Workshop is a two-day interactive *work session* for command/supervisory staff. MCA will assist participants in the process of developing the skills necessary to hold employees accountable for job performance. Our practical, common sense techniques get results without the abuse of power or employees' rights and give the employee a clear understanding of what it takes to succeed in his/her position. This class is suitable for all levels of management & supervision – sworn & non-sworn.

Using templates developed over the past 20 years (writing performance standards for hundreds of agencies,) we will demonstrate the writing process and use of *effective* performance standards for key positions in a typical agency.

At many agencies, at all levels in the command staff, there is often a felt need to address the issue called “The Accountability Gap.” The so-called accountability gap exists when the following symptoms are in evidence.

1. The same 10% take 90% of the supervisor's time year after year.
2. A majority of employees receive “above standard” ratings whether they are making an above-average contribution or not.
3. Supervisors receive good ratings even when they do not initiate and follow through on correcting known problem performers.
4. One supervisor's “star” employee is another supervisor's problem employee.
5. Many supervisors say that they get no support from above when, after other measures have failed, they want to use discipline to cope with a performance problem.
6. Managers say that they would support supervisors if the supervisors would give them something to support, such as candid appraisals, good documentation, etc.

Workshop Objectives:

- How to access your managerial/supervisory power by asking for the performance you want in clear, specific terms - by developing usable performance standards that work.
- How to objectively appraise employee performance to clearly identify outstanding, satisfactory or problem performers.
- How to develop appropriate steps to correct performance problems.
- How to transfer responsibility for performance back to the performer.
- How to get the support from above needed to assure professional performance at all levels and to make supervisors and managers accountable for assuring employee performance.
- How to confront the resistant employee firmly and fairly without losing.
- How to identify and handle common manipulations used on supervisors while treating the employee with respect.

- How to claim your management/supervisory right to a day's work for a day's pay without infringing on the employee's rights. Build the tools and gain insight into how to make the performance appraisal process "real" and effective for your agency.

Attendance:

The Performance & Accountability Workshop is designed for sworn and non-sworn supervisors and managers from Dispatch, Records, and Patrol, all the way up to the Chief.

Cost:

Tuition for open-enrollment classes range from \$235.00 to \$275.00 per participant, depending on location. The host site gets two free seats for the first 20 paid enrollees and an additional seat if enrollment hits 30.

Facilities, Equipment & Support:

The hosting agency will supply the following:

- ♦ Meeting room set up in a U-shaped table configuration with a small center table
- ♦ A television and VCR
- ♦ Coffee and water for the attendees
- ♦ Directions to the facility & short list of hotel accommodations nearby

Marin Consulting will supply work session books and materials, including performance standards templates, and process facilitation. Our trainer will arrive by 7 a.m. both days. Class should start at 8 a.m. and end at 5 p.m. both days.

Summary:

This workshop, when approached in a candid, problem-solving fashion can be a powerful way for refocusing on a department's bottom-line of service delivery, and for clarifying each supervisor's and manager's role in achieving it. This is an opportunity to address *service delivery*, *employee performance* and *consistent workplace accountability*.

Thanks for giving us the opportunity to propose this arrangement to your agency. References are available upon request. I can be reached directly at (707)963-4041. You may also wish to view our website for more information on our services: www.marinconsultingassoc.com.

We think hosting a workshop would be a great service to your personnel, and as a bonus, your agency receives training at no expense. Thanks again for your consideration.

Sincerely,

Kathy McCarthy

Kathy McCarthy
Director of Sales & Marketing

PERFORMANCE STANDARDS WORKSHOP

Closing The Power Gap – smarter, faster, better

The Performance Standards Workshop is actually a work session for your command/supervisory staff. MCA will assist your agency in developing consistent, *performance-based* standards for the delivery of a day's work for a day's pay.

Using templates developed over the past 20 years (writing performance standards for hundreds of agencies,) we will help you to produce final drafts of standards for every position in your agency. We produce documents that will give the employee a clear understanding of what it takes to succeed in his/her position.

In a two-day session, your agency can expect to:

- *Develop clear performance standards for selected key positions,*
- *Forge consensus on department performance standards so that consistency among supervisors and their managers can be achieved,*
- *Forge agreement on what the agency should do when employees do not meet standards.*
- *Set agreements on the mutual support needed vertically and laterally to assure professional performance on all levels.*
- *Gain insight into how to make the performance appraisal process "real".*

Note: Length of work session will vary according to agency objectives and time constraints. MCA will mold the session to fit agency needs and purposes.

Cost: Approximately \$5,000.00, depending on location and agency needs.

For more information, Check out our website at www.MarinConsultingAssoc.com

Or give us a call at: (707)963-4041 Fax(707)963-0741

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